Electronic Research Administration
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NIH National Institutes of Health
Office of Extramural Research

Account Management System (AMS) User Guide for State Dept

Oct 26, 2017

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Email:helpdesk@od.nih.gov (for IMPAC II Support)

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DISCLAIMER STATEMENT

No data shown in illustrations represents any real account, project, or individual. Any resemblance to actual accounts, projects, or individuals is purely coincidental.

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1.1 Latest Updates

Updates and new features in AMS:

Oct 26, 2017

- The account unlock operation now requires the user to login that day: When an administrator unlocks an account that's been locked due to inactivity, an email notification is sent that asks the user to login to the account that same day. If the user does not login before the end of the day, the account is locked again.

Feb 16, 2017

- The AMS User Guide has been split into separate documents for each user domain (Agency, Commons, iEdison, State Dept). When you login to AMS, the system recognizes your domain and uses it to select the correct online help package.
- It's now possible to search for system accounts by IMPACII user ID.
- Added a more prominent link to the Person Administration module in the Manage Account and Create Account confirmation screens. Click to manage user names and other personal information.

Dec 22, 2016

- When you unlock an account, the user receives a notification saying that he or she has to login to the account on that same day or the account will be relocked. See Reactivate Account
- eRA Service Desk agents can click the **Add Roles to Other org** button to give a system account roles in another organization. See Add/Delete System Roles
- Added instructions for verifying a new Commons account when you receive a *Notification of New Account* from eRA. See Notification of New Account

Nov 17, 2016

- Removes all roles associated with an account when Account Coordinators or Service Desk Agents deactivate the account.

- Allows Account Coordinators to re-certify active accounts to prevent the account holder from getting locked out. Note it will be a requirement for Account Coordinators to input a comment and upload an account request form to clarify the re-certification.
- Allows eRA Service Desk Agents to reactivate users and add mapping if no mapping exists.
- Enhances Deactivated Users Report to display correct information, including Deactivated By and Account Deactivation Date.
- Updates the email notifications sent prior to account deactivation to indicate that users should contact their Account Coordinator instead of the eRA Service Desk to request account re-activation.

Sept 15 2016:

- The Create Account screen now lets NIH/Agency administrators search the NED system to find user profiles in their organizations. See Create Agency Accounts for more information.

- Create-Account requests for untrusted Commons accounts can now be approved or rejected automatically. See Create Commons or external iEdison User Accounts for more information.

Aug 18 2016:

- Enhancements to the reporting functionality, including a new internal report on deactivated user accounts. See User Reports.

- Account Coordinators can now upload new or revised account request forms from the Manage Account screen. See Manage Account Request Forms for instructions.
- Account Coordinators and Service Desk agents can now search for accounts that have been locked due to inactivity and reactivate them. See Search by Status for instructions.

- New requirements for accounts with administrative roles: Once a user has held an administrative role (SO/AO, AA, BO, or TTO Admin/User) at one institution, that account cannot be changed to a strictly scientific role, and cannot be affiliated to a different institution in any administrative **or** scientific role: In these cases, the former administrative user must create a new account to use in his or her new role. See Affiliate Account for more information.

July 22 2016:

- Service Desk Agents can now update User IDs on their accounts.
- In the Search Results screen, the label of the Filter box has been changed to Filter Results.
- Search-by-country functionality is now available for state accounts.

June 23 2016:

- AMS validates users' affiliations for administrative roles (SO/AO, AA or BO user roles) to make sure users have administrative roles at only one institution.
- The Account Coordinator (or the Service Desk) can now view and if necessary replace an account's Account Request Form (ARF).

2 Overview

The Account Management System (AMS) facilitates user and system account administration based on assigned user roles. The system provides the ability to search existing accounts. When a search is performed, all records that meet the search criteria are returned on the *Search Accounts* screen.

2.1 State Department Staff

State Department staff have the ability to search, create, maintain, and view user accounts only.

Authorized users can:

- Create new user accounts.
  - The Username and password must comply with Standard eRA policy guidelines.
  - All temporary passwords are system generated.
- Manage existing user accounts.
- Manage role(s) on user accounts.
- Affiliate an account with an Organization, Agency, or Institute/Center (IC).
- Reset passwords on existing accounts.
  - **NOTE**: All passwords are system generated.

2.2 User Roles

The following users have the ability to search for, manage and create accounts, and to add or remove roles for user and system accounts:

2.2.1 State Department

- FACTS State Department Clearance Manager (FACTS SDC MGR role)

2.3 Account Statuses

AMS user accounts can have the following statuses:

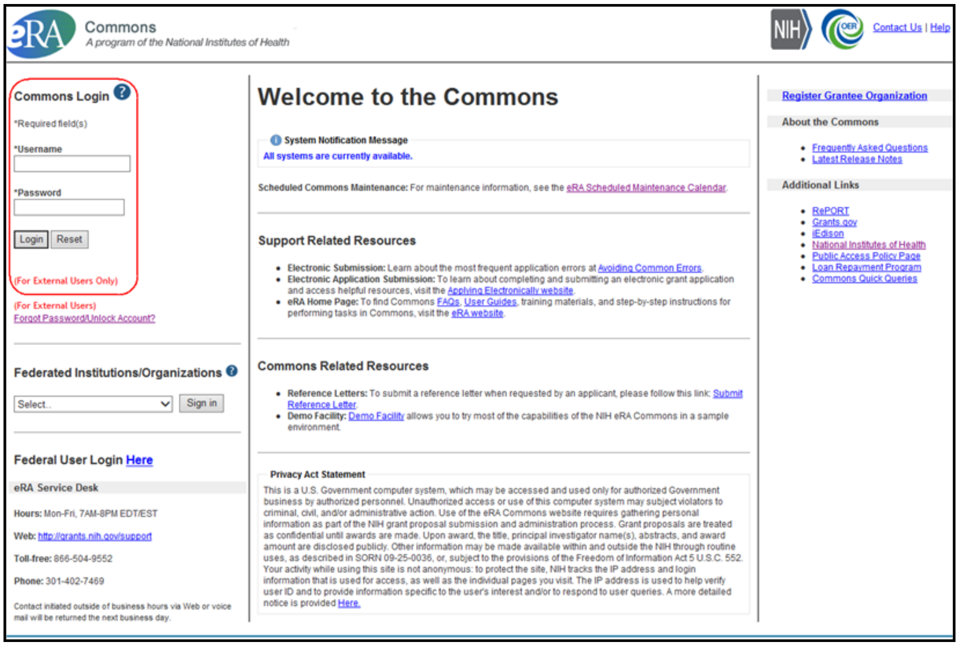
- Active — A valid account in good standing.
- *Deactivated* — Account has been disabled by an administrator
- *Locked due to inactivity* — Locked by the system due to inactivity (no user activity for 120 days).
- *Pending Affiliation* — Account has not yet been associated to an organization
- *Profile Only* — A profile that is not associated to a user account.

3 Accessing AMS

3.1 State Department Staff

1. State Department staff can access AMS at this address: https://public.era.nih.gov/ams.

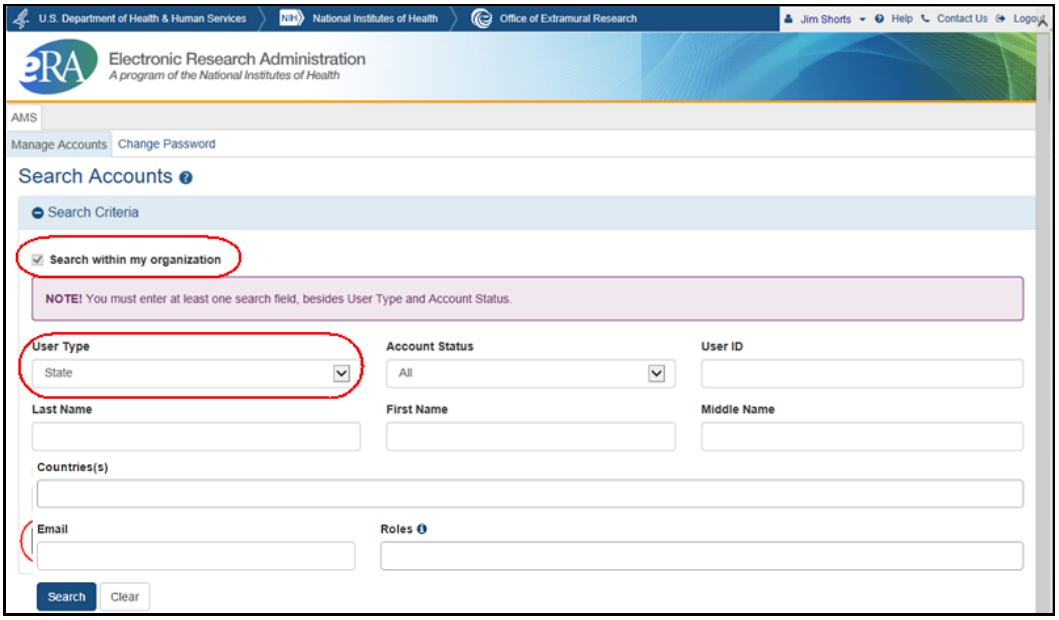
When you click that link, the *Commons Login* screen opens, as shown here.



2. Enter your **User Name** and **Password**.
3. Click the **Login** button.

Upon successful login, the*Search Accounts* screen opens, as shown here.

NOTE: The only **User Type** available is *State*.



For instructions on performing a search, see Search Account.

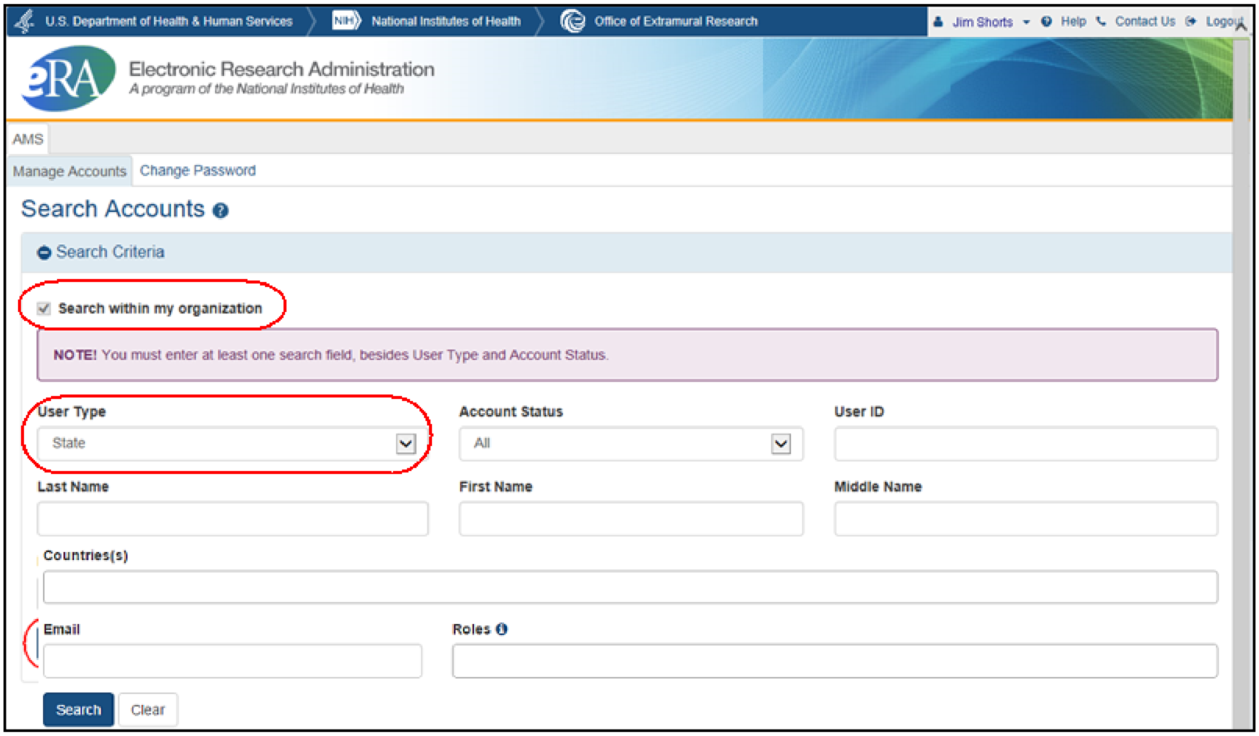
3.2 Logging Out of Account Management System (AMS)

To log out of AMS, click the **Logout** button at the top right corner of the any screen.

4 Search for State Department User Accounts

The *Search Accounts* screen for State Department users provides the ability to search for existing user accounts.

NOTE: For State Department users the **Search within my organization** check box is automatically checked and the only **User Type** is *State*.



NOTE: You must enter at least one search field, besides the **User Type** and **Account Status**. Wild card characters such as the percent sign (%) can be used to search for a string of characters.

1. Enter the appropriate search criteria in at least one of the other search fields.
2. Perform one of the following options:
    a. Click the **Search** button to execute the search.
        i. Please refer to the State Department User Account Search Results topic.
    b. Click the **Clear** button to clear the search criteria.

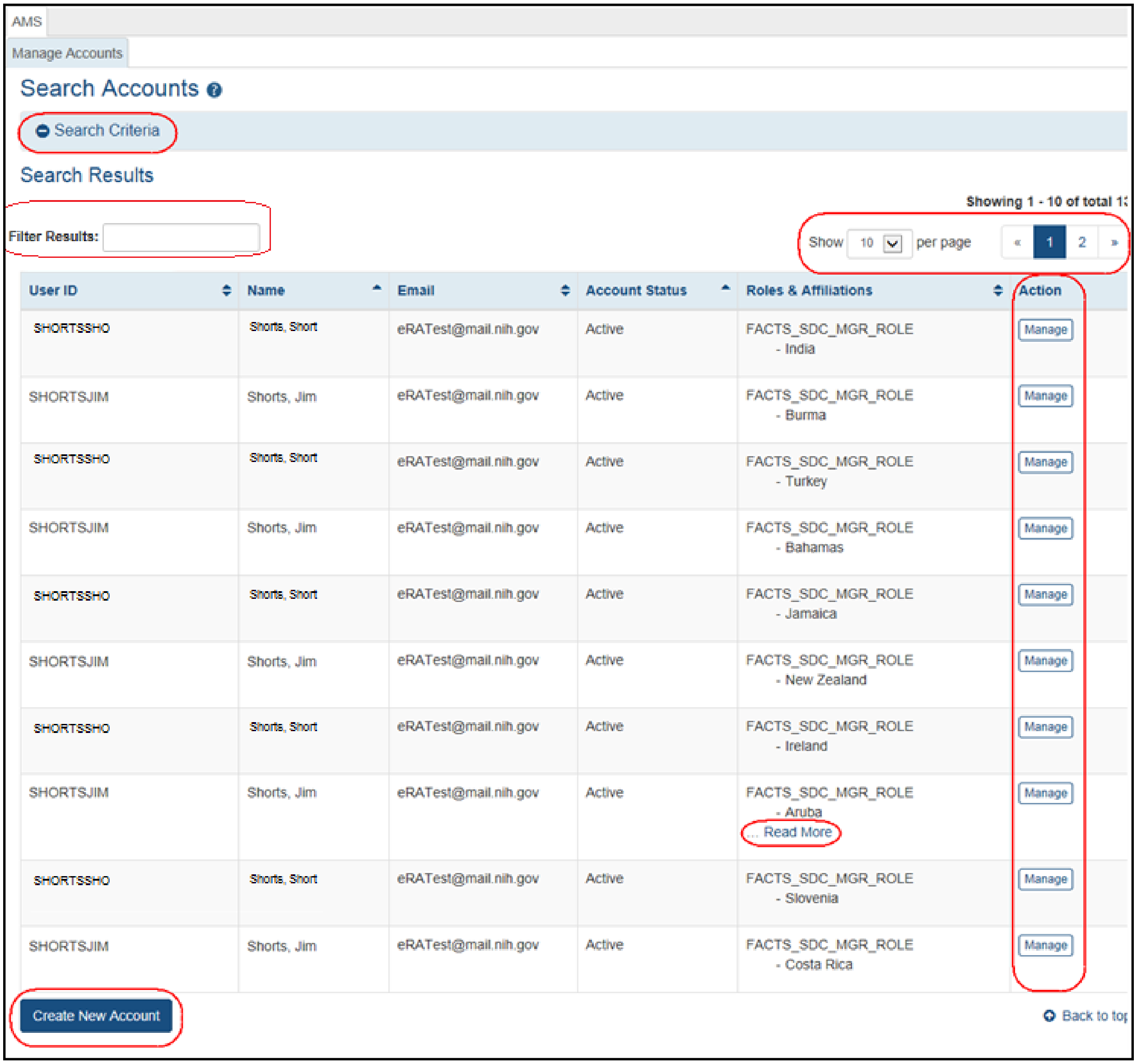
4.1 State Department User Account Search Results

When the **Search** button is clicked, the system displays appropriate user accounts in the **Search Results** located below the *Search Criteria* section on the *Search Accounts* screen. The search results are sorted alphabetically first by last name, first name in the **Name** field and then by **Account Status**.

NOTE: The **Create New Account** button does not display until a search is performed.

The following columns appear in the search results:

- **User ID**
- **Name** - last name, first name
- **Email**
- **Account Status** -
  - *Active* - The **Manage** button displays in the **Action** column.
  - *Pending Affiliation* - The **Manage** button displays in the **Action** column.
- **Roles & Affiliations** - FACTS SDC MGR ROLE only
- **Action** - The **Action** buttons are **Create** and **Manage**.



Perform one or more of the following steps :

1. To view the **Search Criteria**, click anywhere in the **Search Criteria** bar.
2. To filter the search results, enter the appropriate value in the **Filter:** text box and hit the **<Enter>** key.
    a. For example, to view all users with the word *Ann* in the **Name** or **User ID**, type *ANN* in the **Filter:** text box.

NOTE: The default number of records per page is 10.

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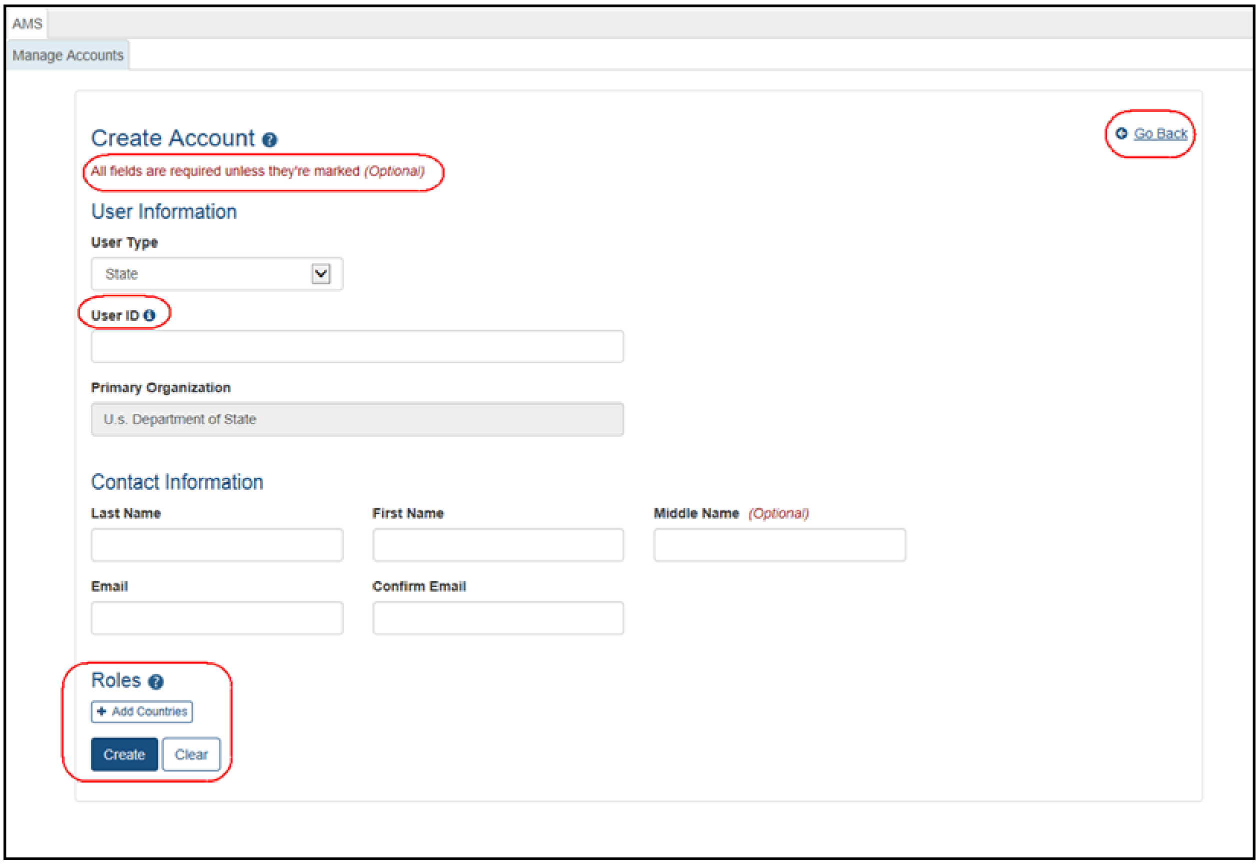
3. To change the number of records per page, select the appropriate number in the **Show per page** column.
4. To navigate between pages, perform one of the following options:
    a. Click the appropriate **Page Number** button.
    b. Click the **right double arrows** button to go to the end of the list.
    c. Click the **left double arrows** button to go to the beginning of the list.
5. To sort the search results, click the click the appropriate column heading name's **down arrow** (ascending sort) or the **up arrow** (descending sort). The default sort is by **Name** (Last Name, First Name).
6. If displayed, click the **Read More** hyperlink in the **Roles and Affiliations** column to view a Principal Investigator's (PI) multiple affiliations.
7. To perform one of the options in the **Action** column, please refer to the Actions Options topic.
8. To create a new account and profile click the **Create New Account** button at the bottom of the screen.
    a. Please refer to the Create State Department User Accounts topic for more information.
9. To return to the top of the screen, click the **Back to top** hyperlink.

5 Create State Department User Accounts

1. To create an account perform a search first.
    a. for instructions see Search Account for State Department Users.

When the **Create New Account** button is clicked on the *Search Accounts* screen, the *Create Account* screen opens.

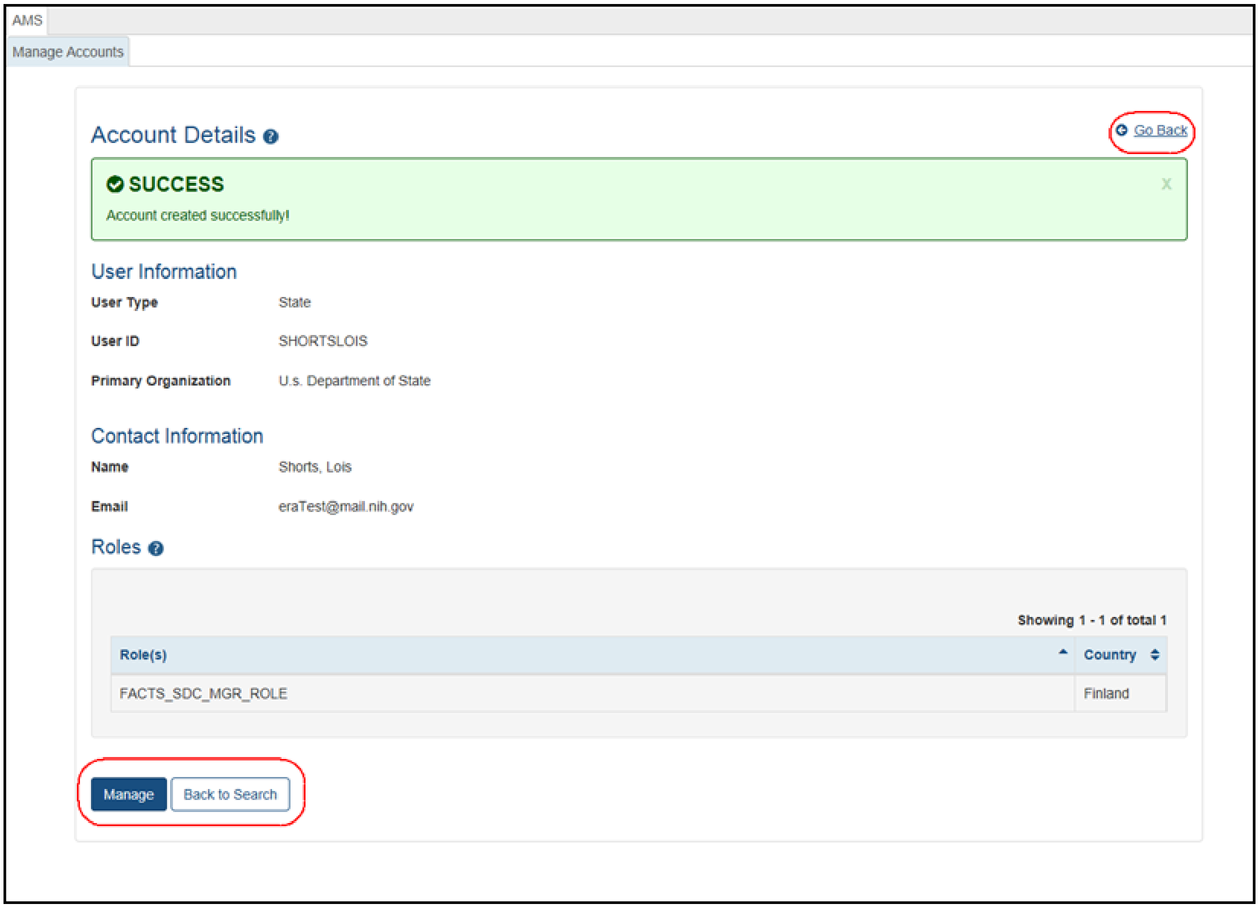


Perform the following steps :

2. The **User Type** is State.
3. Enter the **User ID** or let the system generate one.
    a. The **User ID** length should be between 6 and 30 characters and should **NOT** contain special characters except the @ sign, the hyphen, the period, and the underscore.
    b. The system can display the following messages: *This User ID is available* OR *This User ID is already taken, please use another one*.
4. To add countries, click the + **Add Countries** button.
    a. Please refer to the Add Countries topic for more information.

5. Perform one of the following options:
    a. When the account information is complete, click the **Create** button.
    b. Click the **Clear** button to clear the data entered in the fields.

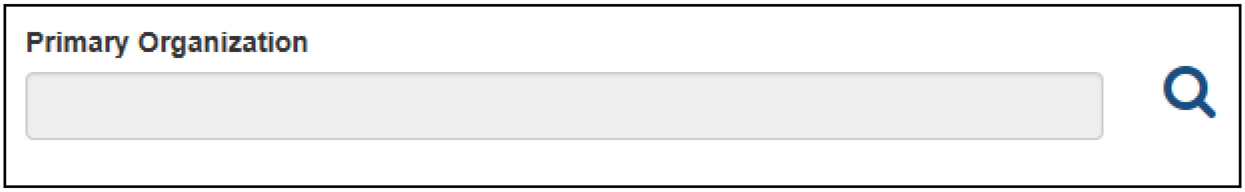
When the **Create** button is clicked, the system displays the following message on the *Account Details* screen: *Account created successfully*.



6. Perform one of the following options on the *Account Details* screen:
    a. To return to the *Search Accounts* screen displaying the previous search results, click the **Go Back** hyperlink.
    b. To edit the account's information, click the **Manage** button.
        i. For more information, please refer to the Manage State Department User Accounts topic.
    c. To return to the *Search Accounts* screen to enter new search criteria, click the **Back to Search** button.

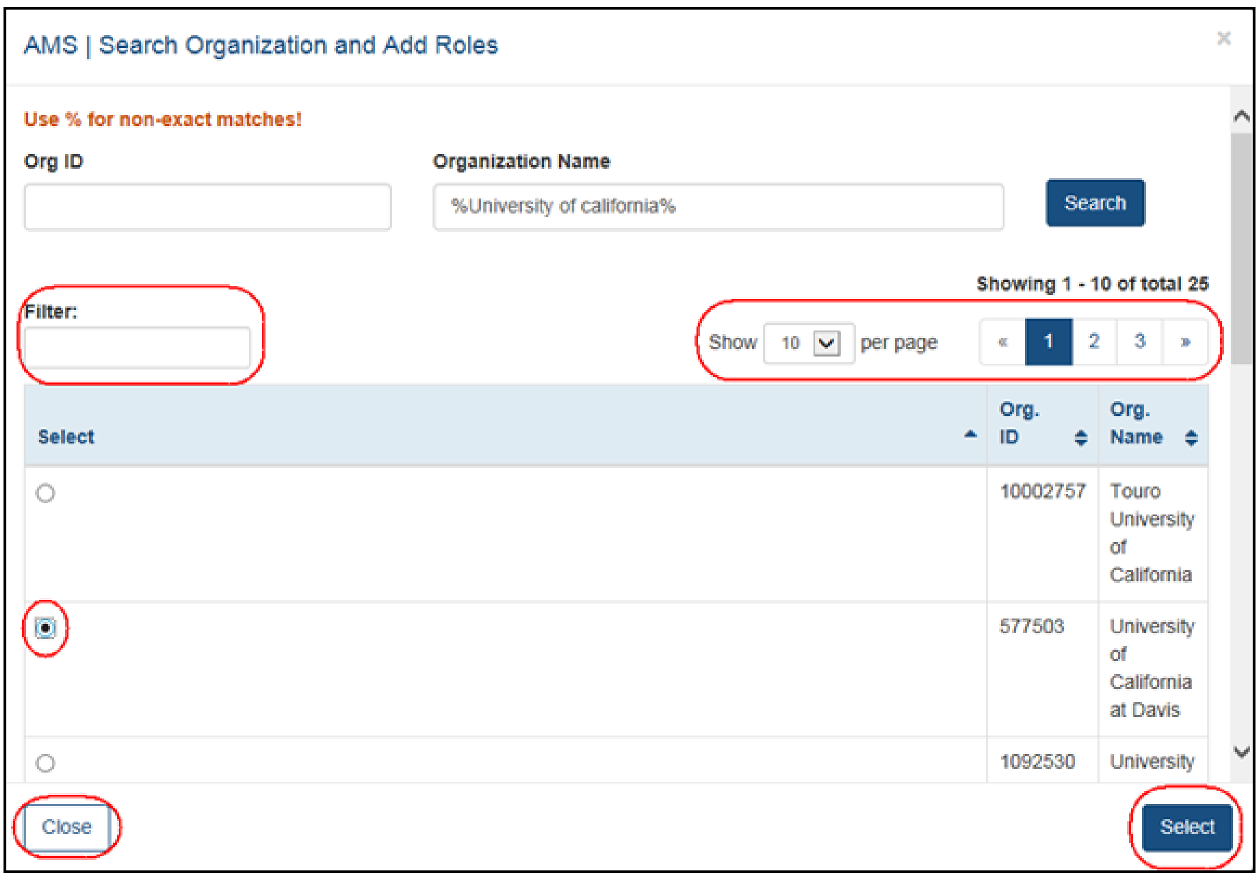
5.1 Set Primary Organization

NOTE: The **magnifying glass** for the **Primary Organization** field on the *Create Account* screen appears if the logged in user is not affiliated with an Organization, IC, or Agency. Usually the **Primary Organization** defaults to the logged in user's Organization.



1. To add a primary organization click the **magnifying glass** icon on the *Create Account* screen.

When the **magnifying glass** icon is clicked, the *Search Organization and Add Roles* screen opens.



2. Enter an **Org ID** or an **Organization Name**.

NOTE: Wild card characters such as the percent sign (%) can be used to search for a string of characters.

3. Click the first **Search** button.

When the first **Search** button is clicked, the organization is displayed, if present.

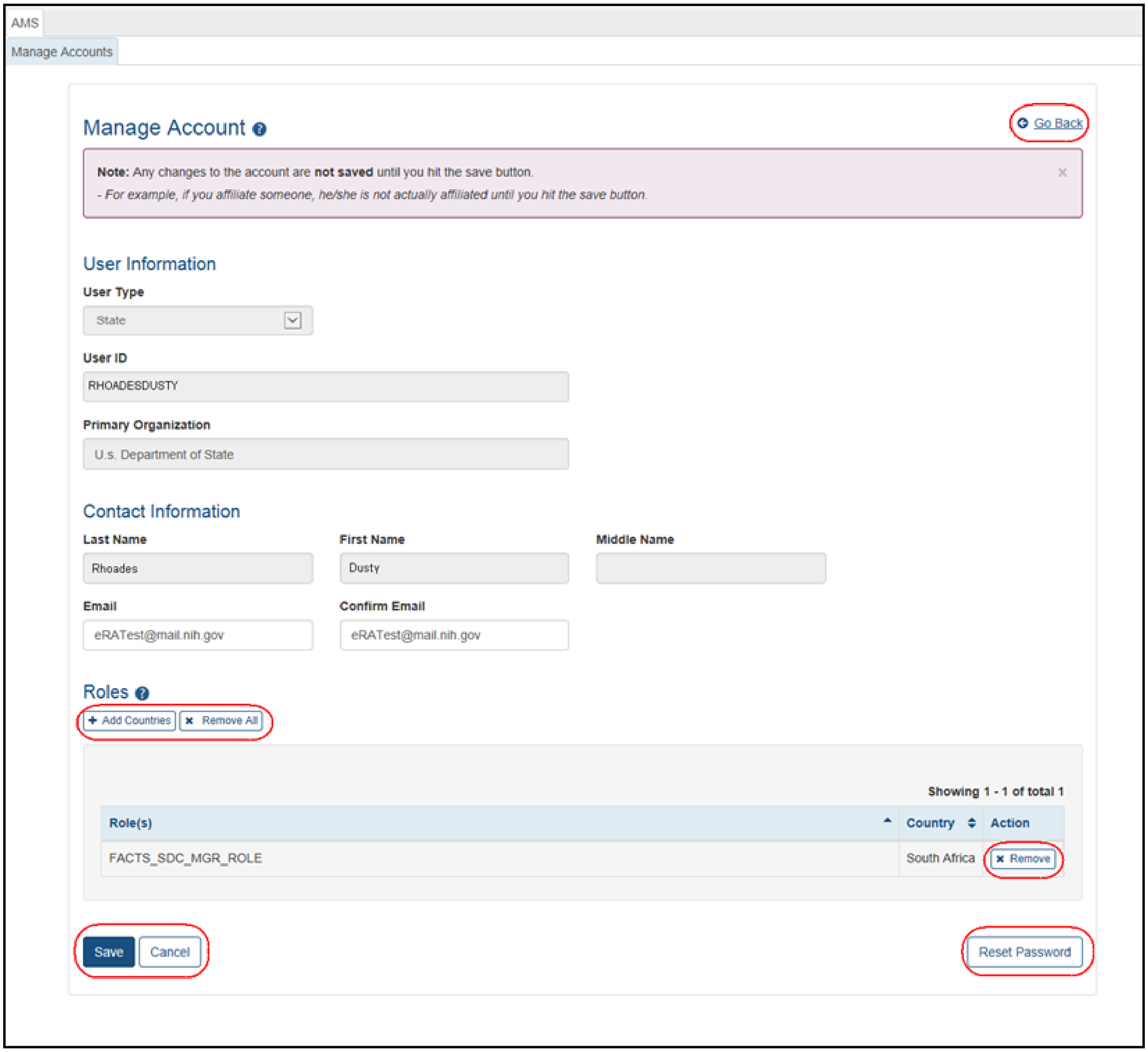
4. To filter the search results, enter the appropriate value in the **Filter:** text box and hit the **<Enter>** key. For example, enter *San Diego* to view only those universities in California.
5. To change the number of records per page, select the appropriate number in the **Show per page** column.
6. To navigate between pages, perform one of the following options:
   a. Click the appropriate **Page Number** button.
   b. Click the **right double arrows** button to go to the end of the list.
   c. Click the **left double arrows** button to go to the beginning of the list.
7. Select the appropriate organization's radio button.
8. Click the second **Select** button or click the **Close** button to close the screen.

When the second **Select** button is clicked, the *Create Account* screen displays the selected primary organization. For more information see.

6 Manage State Department User Accounts

1. Perform one of the following steps to edit an account:
   a. Click the appropriate **Manage** button in the **Action** column on the *Search Accounts* screen.
   b. Click the **Manage** button on the *Account Details* screen after an account have been created or saved (edited).

When the **Manage** button is clicked via either option, the *Manage Accounts* screen opens.

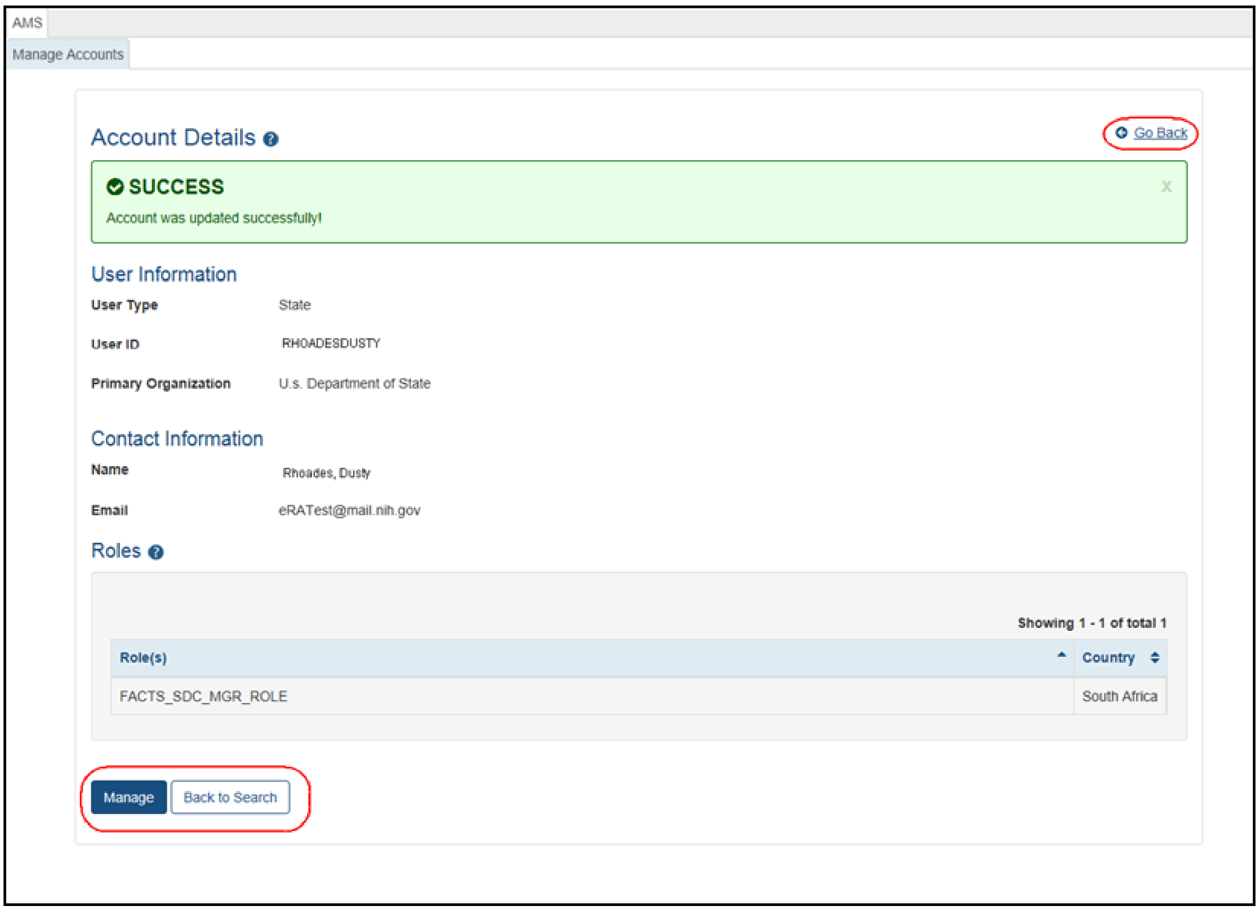


NOTE: Fields grayed out cannot be edited.

Perform one or more of the following steps :

1. Edit the **Email** addresses, if necessary.
2. Click the **+ Add Countries** button to add countries.
   a. For more information, please refer to the Add/Delete Countries topic.
3. Click the **Remove** button to remove a country from the list in the *Roles* section.
4. Click the **Reset Password** button to reset the user's password.
   a. Please refer the Reset Password topic for more information.
5. Perform one of the following options:
   a. Click the **Save** button to save the changes.
   b. Click the **Cancel** button to return to the *Account Details* screen.

When the **Save** button is clicked, the *Account Details* screen displays with the following message: *Account was updated successfully!*



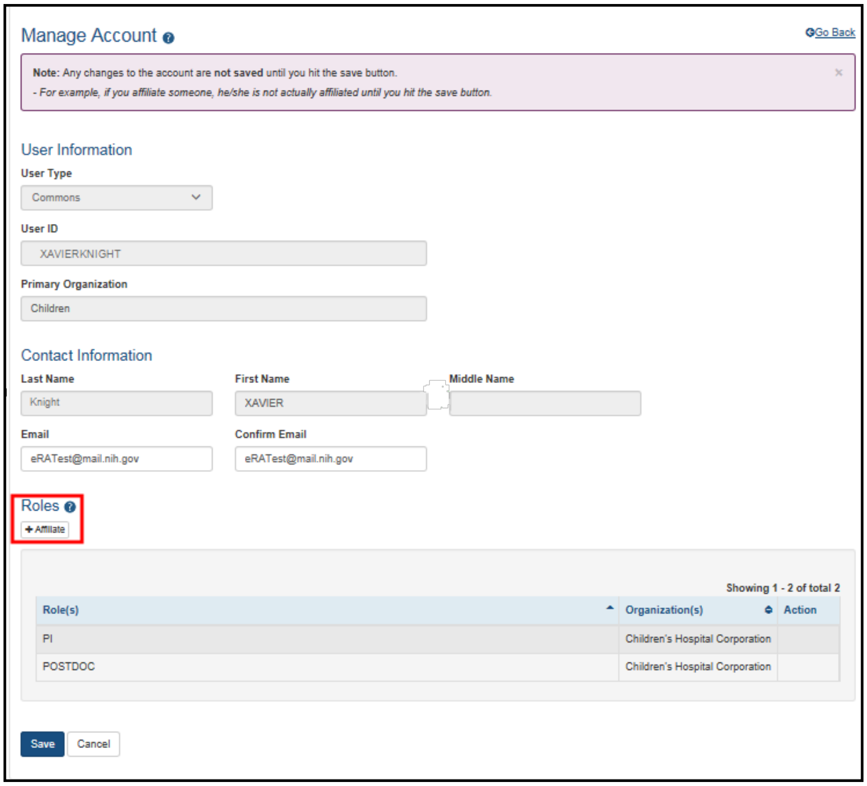
6. Perform one of the following options on the *Account Details* screen:
    a. To return to the *Search Accounts* screen displaying the previous search results, click the **Go Back** hyperlink.
    b. To edit the account's information, click the **Manage** button.
    c. To return to the *Search Accounts* screen to enter new search criteria, click the **Back to Search** button.

6.1 Affiliate Account

NOTES:

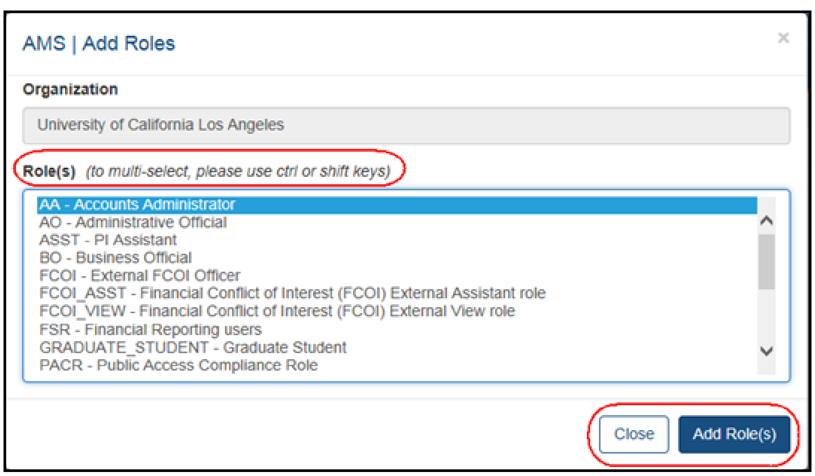
- Only accounts with ***scientific*** roles such as PI, SPONSOR, POSTDOC, ASST, etc., are permitted to be affiliated with more than one institution.
- Accounts with ***administrative*** roles can belong to one institution only.
- Further, if a user leaves (unaffiliates) an administrative role at one institution, that account cannot be affiliated to a different institution in any administrative **or** scientific role: The user needs to create a new account to use with the new institution.
- Additionally, you cannot remove administrative roles from an existing account in order to add a scientific role instead: Once a user has held administrative role, he or she must create a new user account to use in another role.

1. To affiliate an existing account with an organization, search for the user in AMS and select the **Manage** button in the action column of the search results.
2. Click the **Affiliate** button under *Roles* on the Manage Account screen, as shown here:



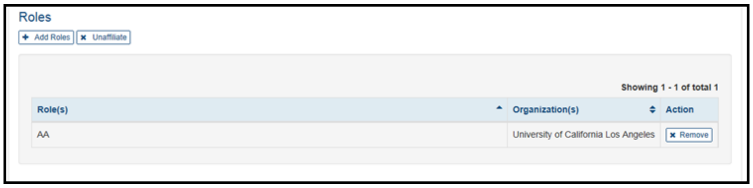
When the **Affiliate** button is clicked, the Add Roles screen opens, as shown here:

NOTE: The list of roles is dependent on the logged in user's role.



1. Highlight the appropriate role(s).
2. Click the **Add Role(s)** button.

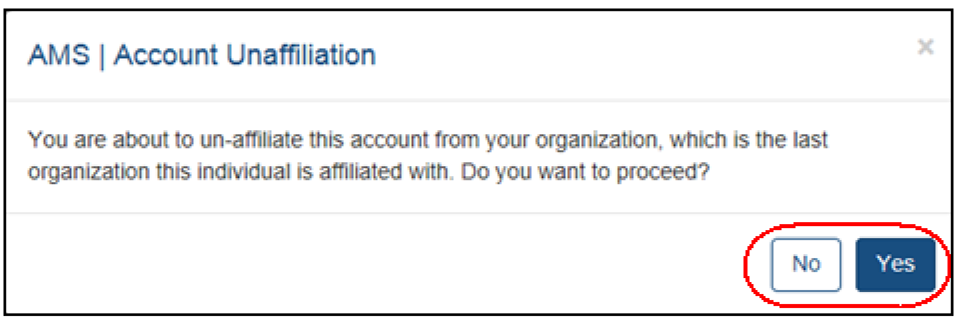
When the **Add Role(s)** button is clicked, the role is added, the account is placed in 'Active' status, and the **Unaffiliate** button appears in the *Roles* section, as shown here:



6.2 Unaffiliate Account

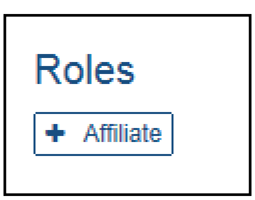
1. To unaffiliate an account, click the **Unaffiliate** button in the *Roles* section of the *Manage Account* screen.

When the **Unaffiliate** button is clicked, an *Account Unaffiliation* pop-up screen displays.



2. Click the **Yes** button to unaffiliate the account, or click **No** to cancel the unaffiliation.

When the **Yes** button is clicked, all roles assigned to the account are removed, the account is placed in 'Pending Affiliation' status, and the **Affiliate** button appears in the *Roles* section of the *Manage Account* screen, as shown here:



IC Transfer Process

1. The Account Coordinator will un-affiliate the account by removing all roles for their IC.
2. The account will go into 'Pending Affiliation' Status, in which there are no roles associated with the account, and the user cannot perform any functions.
3. An Account Coordinator from the new IC will search for accounts in 'Pending Affiliation' status and select an account to affiliate.

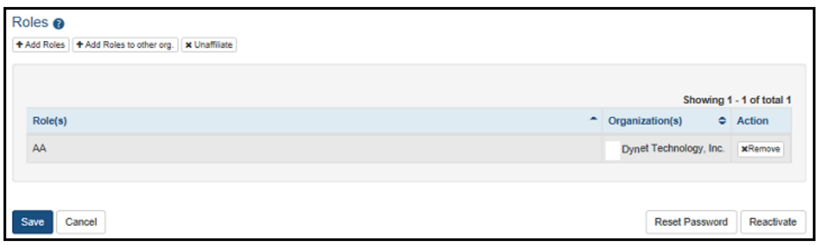
For information on Affiliating an account, see Affiliate Account.

6.3 Reactivate Account

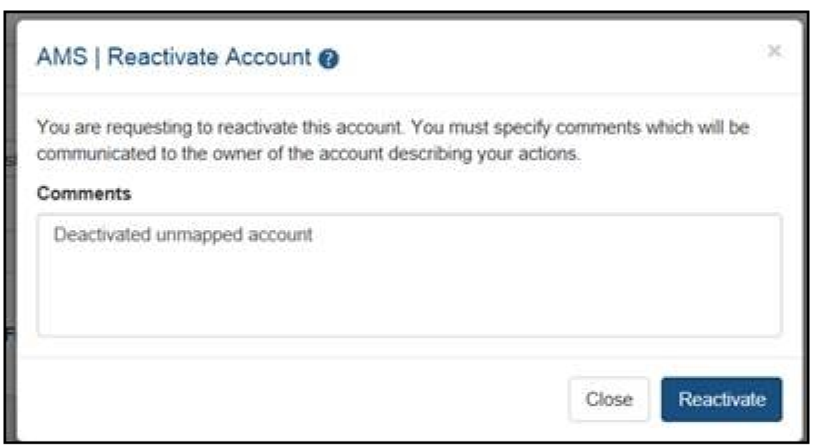
Follow these steps to reactivate an account that has been deactivated by an administrator.

1. Open the account in the *Manage Account* screen.

2. If an account is deactivated, a **Reactivate** button will be present at the bottom of the *Manage Account* screen, as shown here. Click this button to proceed.



3. When you click **Reactivate**, the *Reactivate Account* screen opens, as shown here.



4. In screen, take these steps:

a. *Mandatory*: Enter comments in the comments field to inform the user about this action.
b. Click **Reactivate** to reactivate the account, or click **Close** to cancel.

5. When you click **Reactivate**, the system reactivates the account and displays a confirmation message.
   And the account owner receives an email notification that includes the text you entered in the **Comments** field.

NOTE: The unlock notification asks the user to login to the account that same day. If the user does not login before the end of the day, the account is locked again.

6.4 Add/Delete Countries

NOTE: The Add Countries functionality is for State Department users only.

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1. To add a country to the account, click on the **+ Add Countries** button on the *Create Accounts* screen.

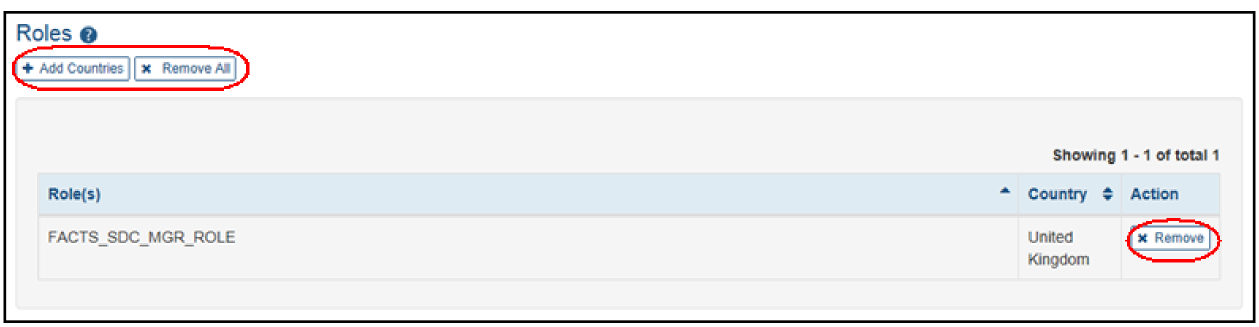
When the **+ Add Countries** button is clicked, the pop-up *Add Countries* screen displays.

2. To find a country, click in the list of countries and type the first letter of the country's name.
    a. For example, to find the United Kingdom hit the **<U>** key on the keyboard.
3. Highlight the appropriate country name.

When a country name is highlighted, the **Add Countries** button is enabled.

4. Perform one of the following options:
    a. Click the **Close** button to close the screen.
    b. Click the **Add Countries** button to add the selected country.

When the **Add Countries** button is clicked, the selected country to added the *Roles* section on the *Create Account* or *Manage Account* screen.



5. To add another country, click the + **Add Countries** button. Repeat the steps above.
6. To remove a country, click the **X Remove** button.

7. To remove all countries, click the **X Remove All** button.

7 User Reports

AMS includes the following reports capabilities:

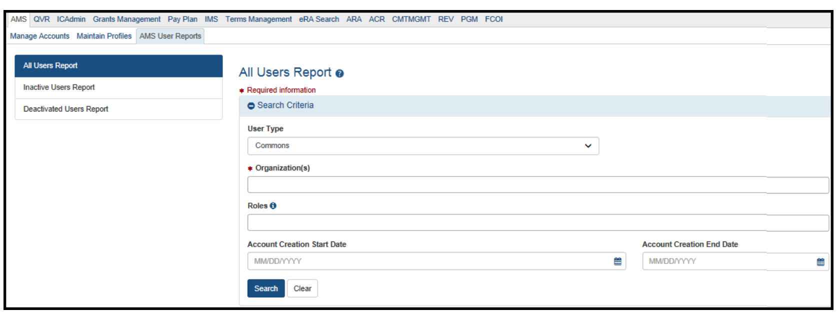
- **All Users Report** — Information on all user accounts in your organization
- **Inactive Users Report** — lists user accounts that have been locked due to inactivity (**note**: for internal users only)
- **Deactivated Users Report** — lists user accounts that have been deactivated by an administrator (**note**: for internal users only)
- **Role Description Report** — lists all roles, role descriptions, and associated privileges for any business area (**note**: for internal users only)

To open the reporting functions, click the **AMS User Reports** tab.

The *All Users Report* screen opens. There are two versions of this screen, as shown below. The version you see depends on the organization you belong to.

7.1 All Users Report Screen for External Users

All Users Report screen for Commons, external iEdison, and State Department users

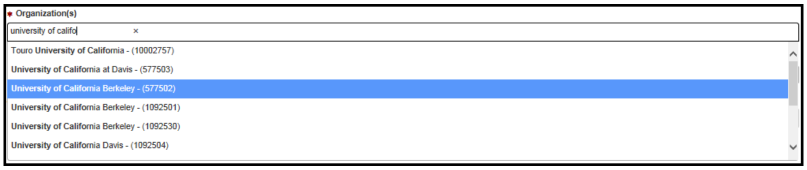


Use this screen to run an All Users Report on external users.

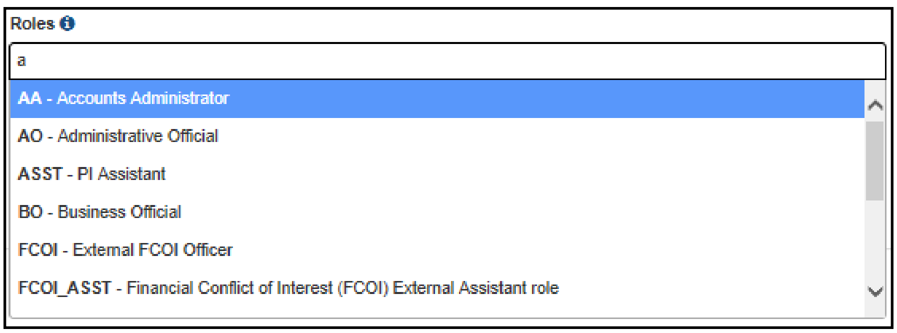
The **All Users Report** button is selected by default, as shown below. Follow the steps below to launch the report.

1. Select "Commons" in the **User Type** field and set the search criteria in the other fields as follows:

2. **Organization** — This field displays your organization name. Service Desk agents, to select an organization, begin typing its name or ID number in this field. The live search function displays organization names as you type. When the one you want appears, scroll down and click to select it, as shown below. (**note**: To select multiple organizations, hold the <Ctrl> key as you click.) **Note:** This field is mandatory.



3. **Roles** — Leave this field blank to report all user roles. To limit the report to one or more user roles, click this field to open the drop-down menu or begin typing the name of a role. The live search function displays roles as you type. When the one you want appears, scroll down and click to select it, as shown below. (**Note**: To select multiple roles, hold the <Ctrl> key as you click.)



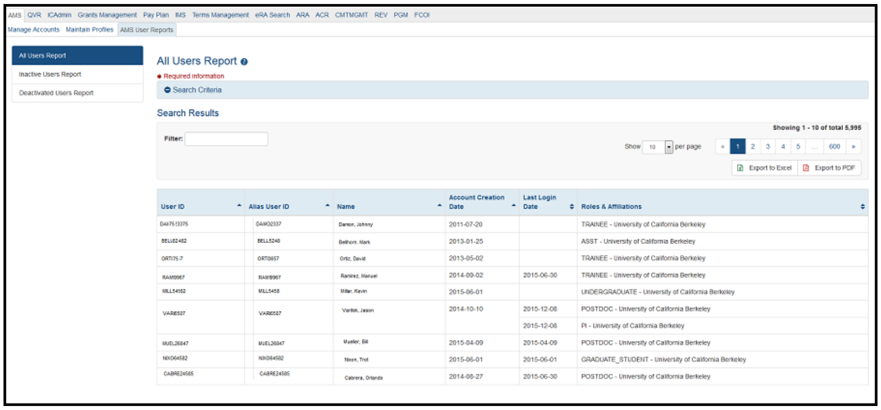
4. **Account Creation Start Date/End Date** — Leave these fields blank to report all time periods. To limit the report to a certain time period, enter a start date, end date, or start and end dates. Enter dates in MM/DD/YYYY format or click the calendar icon to select them from the calendar.
5. When you finish entering search criteria, click **Search** to run the report. See Report Output below.

7.2 Role Description Report

7 Report Output

7.3 All Users Report output

To run the All Users report, click the **All Users report** button and enter search criteria as described above. When you click the **Search** button for the All Users report, the report output displays.

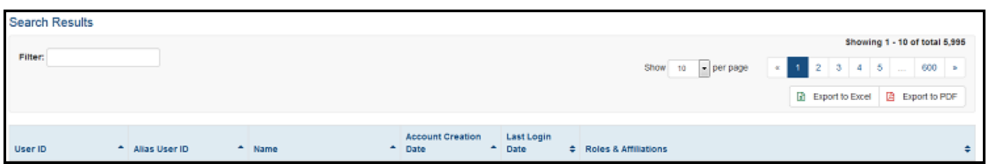


7.4 Role Description Report output

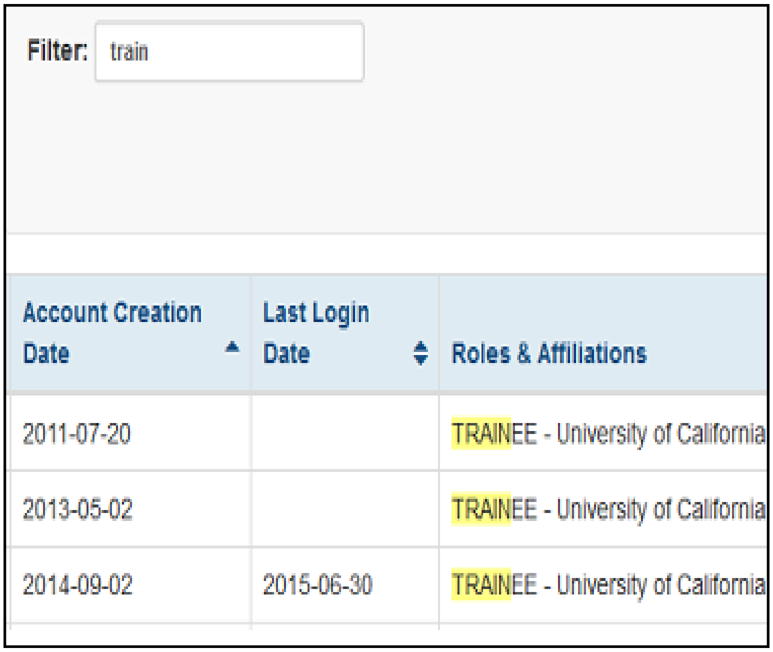
7.5 Navigating the report output

These tips for browsing, filtering and exporting the report output apply to all report types.

The report output displays include the controls shown here.



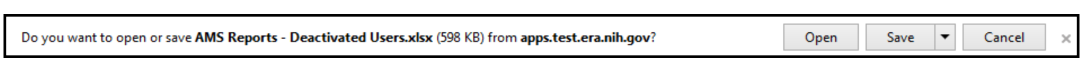
- To filter the report, type some text in the **Filter** field, such as a name. Only rows that contain the filter term will be displayed, and all instances of the filter text will be highlighted in yellow, as shown below:



- To adjust the number of records displayed, select a number in the **Show per page** drop-down menu.
- To navigate the report pages, click a **Page Number** or use the left and right arrow buttons.
- To re-sort the report columns in ascending or descending order, click the up/down arrows in the column headers.
- To export the report output as an Excel spreadsheet or PDF, click the appropriate **Export** button, shown here:

  - **Export to Excel**

When you click this button, an open-or-save dialog opens, as shown here.



Click **Open** to open the report data in Excel. A new Excel window opens Go to it and click the **Enable Editing** button in the yellow bar at the top of the worksheet, then work with the spreadsheet as usual.

  - **Export to PDF**

Click this button to save the report as a PDF file. A save dialog opens. Choose a location and save the file.